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**Consulate General of India**  
16-A, B & D, United Centre,  
95 Queensway, Admiralty, Hong Kong  
Telephone : 3970 9900; Fax : 2866 4124  
E Mail: [hoc.hongkong@mea.gov.in](mailto:hoc.hongkong@mea.gov.in)  
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No. Hon/Adm/872/2/2020

8 October, 2020

### TENDER NOTICE

#### Subject: Annual Maintenance Contract for daily cleaning services

The Consulate General of India, Hong Kong, invites sealed bids from eligible entities/companies based in Hong Kong for Annual Maintenance Contract for daily cleaning service at the premises of the Consulate at Unit-A, B & D, 16<sup>th</sup> Floor, United Centre, 95 Queensway, Admiralty, Hong Kong. The cleaning is to be done on all days except weekends (Saturdays & Sundays) and holidays observed by the Consulate (around 17 in a year).

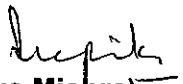
2. Last date of submission of bids: **28<sup>th</sup> October 2020 (1700 hrs)**

#### Tender Documents

##### Tender Contents:

Document I :	Tender Notice
Document I-S-I:	Instructions to Bidders (Section-I)
Document I-S-II*:	Introduction and Credentials of Bidder (Section-II)*
Document I-S-III:	Terms and conditions of Contract (Section-III)
Document I-S-IV:	Scope of Work (Section-IV)
Document I-S-V:	Standard formats for Earnest Money Deposit/Bid Security/Bank Guarantee Proforma (Section-V)
Document I-S-VI:	Earnest Money Deposit/Bid Securing Declaration (Section VI)
Document I - S-VII	Form of Tender-- Financial Bid Letter

\* Section-II – Documents about the bidders, experience, name of other offices/establishments where is working/has worked earlier, etc. and any other information about bidder – these documents should be supplied and attached by the bidders.

  
(Deepika Mishra)  
Consul (Head of Chancery)  
Consulate General of India  
[hoc.hongkong@mea.gov.in](mailto:hoc.hongkong@mea.gov.in)

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No. Hon/Adm/872/2/2020  
Consulate General of India  
Hong Kong

**Instructions to Bidders (Section-I)**

**Subject: Annual Maintenance Contract for daily cleaning services**

1. Tenders are invited under two bid system viz. Technical Bid and Financial bid from reputed and experienced firms on the subject.

2. Tender document can be downloaded from the following websites:

[www.cgihk.gov.in](http://www.cgihk.gov.in)

<https://eprocure.gov.in/epublish/app> -> Tenders by location -> Hong Kong

3. Bidders are requested to go through the terms & conditions of contract contained in the bid document (Section III). Bidder are required to deposit Earnest Money Deposit (EMD) HK\$ 5,000/- (HK\$ Five thousand only) in the form of Demand Draft/Bankers cheque or Bank Guarantee (Proforma attached) from any commercial bank in Hong Kong in favour of "Consulate General of India, Hong Kong" OR Earnest Money Declaration at Section VI in lieu thereof.

4. The tender should be submitted in two sealed envelopes as below:

a) The first sealed cover superscripted as "**Technical Bid**" should contain details of technical capabilities of the firm (with documentary evidence i.e. firm registration paper, experience with other offices/organizations etc. (as per Section-II).

b) The second envelope superscripted "**Financial Bid**" should contain rates for Annual contract as per Section VII and should be accompanied with Earnest Money Deposit of HK\$ 5000.

c) Both sealed covers should be placed in the main sealed envelope superscripted "**Tender for Annual Maintenance Contract for daily cleaning services at the Consulate General of India**" and must reach on or **before 28<sup>th</sup> October 2020 by 1700 hrs at 16-A, United Centre, 95 Queensway, Admiralty, Hong Kong.** Bids may be hand delivered or sent by post at the aforementioned address so as to reach on or before the prescribed date and time. The Consulate will not be responsible for any postal delay.

5. The Consulate reserves the right to amend any of the terms and conditions contained in the tender document or reject any or all bids without giving any notice of assigning any reason thereof. The decision of Consulate in the regard will be final and binding upon all the bidders. Any bid received after the deadline for submission of bids will be rejected and not be considered and may be returned unopened to the Bidding Company.

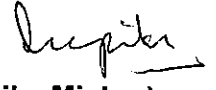
6. **The important schedule and dates are given below:**

S. No.	Key Event	Date
1.	Date of e-publishing on CPP Portal	08.10.2020
2.	Date of receiving the bids (Start)	09.10.2020
3.	Date of clarification (Start)	09.10.2020
4.	Date of clarification (End)	28.10.2020
5.	Bid submission closing date & time	28.10.2020 (1700 hrs)
6.	Technical Bids - Opening date & time	29.10.2020 (1100 hrs)
7.	Financial Bids – Opening date & time	30.10.2020 (1100 hrs)

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7. For any tender related enquiry/clarification/site visit, please contact Mr. Hari Parkash, Vice Consul (Adm&Prot) by email [protocol.hongkong@mea.gov.in](mailto:protocol.hongkong@mea.gov.in) or by phone + 852 3970 9933/60307890.

8. All bidders are requested to read and understand the terms and conditions of the contract before submitting their bids. No change or violation of aforementioned terms and conditions is permissible once the bid is accepted by the Consulate.



**(Deepika Mishra)**  
**Consul (Head of Chancery)**

Signature of bidder \_\_\_\_\_

Stamp of bidder/Company \_\_\_\_\_

Date \_\_\_\_\_

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**Section-II**

**Introduction and Credentials of Bidder/Technical Information**  
**(Proforma to be submitted with Technical Bid by the Bidder)**

- 1. Name of Company:
- 2. Address of the Registered Officer :
- 3. Correspondence address:
- 4. Contact details:  
Telephone No. :  
Fax No. :  
E-mail:

S. No.	Requirements	Response
1.	a) Brief introduction of the company	
	b) Previous experience in the field (minimum five years)	
	c) Total number of regular employees with the company	
	d) Annual turnover of the company for the last two years. Whether the firm has suffered loss in any of previous 5 years.	
	e) Registration certificate and license for the services	
2.	Details of work plan and methodology for undertaking the job	
3.	Qualification and experience of staff (including supervisory/managerial and cleaning staff) proposed to be deployed for the job	
4.	List of other consulate or reputed organizations where the company is providing similar services. Whether the company is providing similar services in other countries?	
5.	What system does the company follow to monitor functioning of supplied cleaning staff?	
6.	Does the company have its own training facility? If yes, provide details. Or it avails of such training facility provided by another company? What is the program and duration of such training?	
7.	What is the take home pay and other allowances including gratuity and leave facility the company gives to their cleaning staff?	

**Supporting documents are to be attached**

Signature of bidder \_\_\_\_\_

Stamp of bidder/Company \_\_\_\_\_

Date \_\_\_\_\_

### Section III

#### Terms and Conditions

1. At any time prior to the deadline of submission of bids, Consulate General of India, Hong Kong, may for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, modify the tender document.
2. In case of any ambiguity/dispute in the interpretation of any of the clauses in this tender document, CGI, Hong Kong's interpretation of the clauses shall be final and binding on all parties.
3. The successful bidder, on award of contract, must send the contract/acceptance in writing within 7 days of award of contract; otherwise the contract may be awarded to the next successful bidder i.e. L-2.
4. No request for revision/increase of approved rates during the currency of the contract will be entertained.
5. The cleaning staff should be physically and mentally fit and should not be suffering from any apparent disability.
6. The contractor shall be responsible for the conduct/integrity of persons deputed for cleaning works at the premises and will also be responsible for any act of omissions or commissions on their part. He will vouch for their character and integrity. It shall ensure that no person of doubtful antecedents is, in any way, associated with the cleaning work at the Consulate's premises. The company should provide details of cleaning staff to be engaged by the company for cleaning work in the Consulate.
7. Cleaning staff should be well trained and should be able to understand and communicate in English and Cantonese and capable of communicating with the staff of Consulate.
8. Cleaning staff should be properly uniformed and should appear neat and tidy.
9. The service provider shall not pay wages lower than minimum wages of labour as fixed by the local authorities. Payment of other admissible benefits, if any, like bonus, leave etc. to the employees deputed at the Consulate shall solely be the liability of the bidding company and not that of the Consulate. The company should agree to allow review of pay slips/banks statements of cleaning staff to cross-check the claim. Medical facility/health insurance for the cleaning staff will be sole responsibility of the company.
10. The bid will remain valid for a period of 120 days from date of opening of the bids.
11. The contract will be valid for a period **one year** from the date of acceptance by the Consulate General of India, Hong Kong and it could be extended for one more year on same terms and conditions subject to satisfactory services by the Company.
12. The bills for the services for a month must be prepared on the basis of approved rates and submitted to the Consulate by the 10th of the succeeding month for effecting payment. The payment will be made within 10 working days after receipt of invoice from the company and satisfactory completion of job.
13. The company shall arrange for suitable reserve personnel in lieu of weekly off or leave period of the regular cleaning staff. No separate payment shall be made for such arrangements.

14. The Company must be registered under the relevant laws of the HKSAR Government and should have all applicable/appropriate licenses in its name. Compliance with labour regulations/laws of HKSAR Government will be the sole responsibility of the company. They shall comply with all the requirements of taxes, fee and other statutory payment as are required by the concerned HKSAR authorities.

15. The company shall at all-time follow the lawful instructions as given by the Consulate General of India, Hong Kong or its authorized representatives with regard to functioning of the cleaning staff.

16. The company is prohibited from subletting/outsourcing the job to any other agency.

17. The company is liable for penalty, as deemed fit by the Consulate General of India, Hong Kong, in case it fails to provide desired service or breaches of the contract or for loss or damage, if any, to property etc. due to negligence of the cleaning staff or substandard of the company.

18. The company will use its own cleaning materials. Bids should include the cost of all required material (like brooms, mops, wipers, dusters, brushes, cleaning agents, garbage bags, etc.) and cleaning equipment (like vacuum cleaners, scrubbing machines, service/garbage trolleys, etc.). A list of cleaning material proposed to be supplied for one month may also be provided with the bid.

19. The service providers are hereby clearly informed that fulfilment of conditions, as mentioned in Technical bid, is mandatory and these are our critical minimum requirement and any inability to meet any or all of these would make them liable for rejection at the technical bid opening stage.

20. Consulate General of India reserves the right to accept/reject any cleaning staff deployed by the Vendor.

21. All cleaning work has to be completed every morning before 10.30 AM. The clearing of waste receptacles and disposal of waste material is required to be done twice during the day i.e. in the morning (with regular cleaning) and again in the afternoon before closure of the offices.

22. Consulate reserves the right to terminate the contract at any time by giving one month's advance notice. However, Consulate shall also have the right to terminate the Contract by giving a shorter notice period under special circumstances, such as security considerations. The Service Provider may terminate the contract by giving three months advance notice with justification for termination of services.

23. The Bidder must sign and affix his seal on every page of the Tender Document and submit the complete Signed Tender Document.

24. If any information or document submitted is found to be false/incorrect, Consulate may cancel the Tender and can take any action as deemed fit including termination of the contract etc.

Signature of bidder \_\_\_\_\_

Stamp of bidder/Company \_\_\_\_\_

Date \_\_\_\_\_

**Section-IV****Scope of work**

**Introduction:-** Scope of work given below is tentative. The bidder may inspect the site and understand the full scope of work.

**Scope of Work-**

<b>S.No.</b>	<b>Particulars</b>	<b>Remarks</b>
1	Vacuum cleaning of carpets/PVC floor/sofas, Floor sweeping and mopping wherever required	Daily
2	Cleaning of office rooms, doorways, corridors and open areas of premises which includes dusting and wiping of upholstery & furniture (sofas, chairs, cabinets, almirahs etc.) and office equipment (telephones, computers, printers, photocopiers etc.), spot clean centre tables, desk tops, cabinet tops etc., cleaning of socket and switches, door handles, brass plates	Daily
3	Clean and clear waste receptacles and daily disposal of waste materials, cleaning of kitchen working platforms and washbasin, drains checking/cleaning to avoid choking	Daily
4	Spot clean glass door and mirrors	Daily
5	Cleaning of Washbasin tank in kitchens	Weekly
6	Wipe clean window glass and frames (interior only) and dusting of window blinds	Monthly
7	Fumigation for insects, if required	Monthly
8	Shampoo cleaning of carpets	Quarterly
9	Cleaning/help in arranging things in store room/auditorium	As and when required

Company Chop and Date

**Section-V**

**Earnest Money Deposit/Bid Security/Bank Guarantee**

To safeguard against a bidder's withdrawing or altering its bid during the bid validity period, bid security is to be deposited by the bidder. The bidders should furnish Earnest Money Deposit along with their bids. The Earnest Money Deposit of HKD 5000 may be in the form of Demand Draft/Banker's cheque or Bank Guarantee, from any of the commercial bank in Hong Kong in favour of "Consulate General of India, Hong Kong. The bid security is to remain valid for a period of 120 days beyond the final bid validity period.

2. The Bid Security Deposit shall stand forfeited on account of one or more of the following reasons:

- (i) The bidder withdraws his bid during the period of bid validity;
- (ii) In case of a successful bidder, the selected bidder backs out of the contract;
- (iii) The bidder furnishes wrong information.

3. In place of bid Security, the bidders have option to sign a bid securing declaration at section VI accepting that if they withdraw or modify their bids during the period of validity or if they are awarded the contract and they fail to sign the contract, they will be suspended for 5 years from being eligible to submit bids for contracts with the Consulate General of India, Hong Kong.

Signature of bidder \_\_\_\_\_

Stamp of bidder/Company \_\_\_\_\_

Date \_\_\_\_\_



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**Section-V-Proforma**

**Bank Guarantee Proforma for Earnest Money Deposit/Bid Security**

Bank Guarantee No.....

Brief description of Work: **Annual Contract for hiring of cleaning service at Consulate General of India, 16-A,B & D, United Centre, 95 Queensway, Admiralty, Hong Kong.**

Name and Address of Beneficiary: Consulate General of India; Hong Kong  
Date:

Whereas M/s (Name of the company with address)\_\_\_\_\_ have submitted their tender for above mentioned work at Consulate General of India, 16-A,B & D, United Centre, 95 Queensway, Admiralty, Hong Kong and one of the tender conditions I for the M/s (Name of company with address\_\_\_\_\_ to submit a bank guarantee for security deposit amounting to **HK \$ ----- (HK \$ ----- only**. In fulfilment of the tender conditions, we, (Name of bank with address)\_\_\_\_\_ hereby irrevocably and unconditionally undertake to pay you within three working day of receipt of your first written demand, without any demur whatsoever and without seeking any reasons, whatsoever, up to the maximum aggregate amount of **HK \$ \_\_\_\_\_ (HK \$ \_\_\_\_\_ only)**.

This guarantee is valid for a period of **120 days** and any claim and statement hereunder must be received at the above mentioned office before expiry. After expiry, this guarantee shall be come null and void whether returned to us for cancellation or not and any claim or statement received after expiry has be ineffective.

Notwithstanding anything to the contrary contained hereinabove, the maximum liability under this guarantee is restricted to **HK \$ \_\_\_\_\_ (HK \$ \_\_\_\_\_ only)**.

Notwithstanding anything to the contrary contained hereinabove, this guarantee is valid from (date of issue)\_\_\_\_\_ up to the (date after 120 days from date of issue)\_\_\_\_\_ and claims under the guarantee should be submitted not later than (date after 120 days from date of issue)\_\_\_\_\_.

This guarantee may not, without our prior written consent be transferred or assigned and this guarantee is limited to the payment of a sum of money.

This guarantee shall be governed and construed in accordance with the laws of Hong Kong and is governed by the United Rule for Demand Guarantee (ICC Publication No. 758) and shall be subject to exclusive jurisdiction of the Hong Kong Courts.

Date\_\_\_\_\_

Signature\_\_\_\_\_

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**Section-VI**

**Earnest Money Deposit/Bid Securing Declaration**

I/we accept that if I/we withdraw or modify bids during the period of valid or if I/we are awarded the contract and I/we fail to sign the contract or to submit performance security before the deadline defined in the request for bids document, I/we will be debarred for 05 years from being eligible to submit any bid for contracts with Consulate General of India, Hong Kong.

Date: \_\_\_\_\_

Signature \_\_\_\_\_

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**Section-VII**

**Form of Tender**

(To be submitted by the Bidder)

To: Consulate General of India

We have examined and read the tender conditions for providing cleaning service and have also inspected the site and general conditions under which the services are to be provided. We offer to execute and complete the services and remedy any shortcoming therein, in conformity with this tender, which includes all these documents for the fixed price of HK \$.....per month

If this offer is accepted, we will commence the services immediately on receipt of work order and signing of Service Agreement.

We understand that you are not bound to accept the lowest or any tender you may receive.

Signature \_\_\_\_\_

In the capacity of:

Duly authorized to sign tender for and on behalf of:

Address:

Date & Place: